- Event 13 contains additional listing information associated with the BTN. This event is only received if the add1_listing_info_desired flag is set in the input structure. All information has been sent to the client when last_ind in the output structure has the value of 1.
- Event 702 is the WTN or circuit name for the following events 10 and 11.
- Event 10 is a summary record which contains listing and billing information and certain codes associated with a WTN.
- Event 11 contains details of the USOCs and FIDs currently associated with this WTN. The service returns one USOC at a time which may contain up to five associated FIDs. If the usoc field in the csr_output_detail structure is blank, it is assumed that the detail that follows is a continuation of the previous USOC. If the fid field in the FID record structure is blank, it is assumed that the detail that follows is a continuation of the previous FID. All USOCs and FIDs have been sent to the client when last_ind in the output structure has the value of 1.

The flags you set will determine the events received.

Case 1: BillOn_desired = 0; WTNs_desired=0
- Output Event 701
- Output Event 12 (only if service_and_equip_desired = 1)
- Output Event 13 (only if addl_listing_info_desired = 1)
- Output Event 702
- Output Event 10
- Output Event 11

Case 2: BillOn_desired = 1; WTNs_desired=0
Loop through one or more BTNs
    Output Event 701
    Output Event 12 (only if service_and_equip_desired = 1)
    Output Event 13 (only if addl_listing_info_desired = 1)
    Send original WTN only once
        Output Event 702
        Output Event 10
        Output Event 11
End BTN Loop

Case 3: BillOn_desired = 1; WTNs_desired=1
Loop through one or more BTNs
    Output Event 701
    Output Event 12 (only if service_and_equip_desired = 1)
    Output Event 13 (only if addl_listing_info_desired = 1)
    Loop through one or more WTNs
    Output Event 702
    Output Event 10
    Output Event 11
    End WTN Loop
End BTN Loop

Note: Events 10-13 can have USOC and FID data translated into English by setting the usoc_translation_desired and fid_translation_desired to 1, respectively.

Customer Service Record Error Messages

Circuit Provisioning

This function will return Design related information, Work Authorization information, and a list of Channel Assignments for a given set of circuit input information.

Input and Output Events

Input Event 500 yields one of the following:

1 Circuit Provisioning records
Output Event 27001 (Work Authorization information)
Output (One or More) Event 12001 (Channel Assignment information)
Output Event 13001 (Design Related information)
or
2 Output Event 130 (failure: Circuit Provisioning error)
or
3 Output Event 120 (failure: general service error)

Pending Service Order Retrieval

These functions will return all pending service orders given a working telephone number (WTN), or will return detailed service order information given a WTN and a service order number.

List of Pending Service Orders by WTN

Input and Output Events

Input Event 800 yields one of the following:

1 Pending Service Order Records
   Output (One or more) Event 811 (Service Order information)
   Output 820 (record completed)
   or
2 Output event 120 (failure: general service error)
   or
3 Output event 130 (failure: service order application error)

Event 820 has no associated structure.

Pending Service Order Detail by WTN and Service Order Number

Input and Output Events

Input Event 810 yields one of the following:

1 Pending Service Order Records
   Output (One or more) Event 813 (Service Order information)
   Output 820 (record completed)
   or
2 Output event 120 (failure: general service error)
   or
3 Output event 130 (failure: service order application error)

Event 820 has no associated structure.

Advanced Intelligent Network (AIN)

These functions query, update, and retrieve update results from the Advanced Intelligent Network (AIN).

Five events are provided:

- query the service information available in the AIN database Service Management System (SMS);
- query the service information available in the AIN database Service Provisioning And Creation Environment (SPACE);
- make updates to the AIN data base;
- cancel updates previously requested; and
- check the status of previously submitted updates/cancellations.

Warning: These functions return Linked Lists which must be handled in the client code.

SMS Query

Input and Output Events

Input Event 900 yields one of the following:

1 Output (One or more) event 902 (Service Information)
   or
2 Output event 903 (View Change)
   Output (One or more) event 902 (Service Information)
   or
3 Output event 120 (failure: general service error)
   or
4 Output event 130 (failure: AIN application error)

SPACE Query

Input and Output Events

Input Event 901 yields one of the following:

1 Output (One or more) event 902 (Service Information)
   or
2 Output event 903 (View Change)
   Output (One or more) event 902 (Service Information)
   or
3 Output event 120 (failure: general service error)
   or
4 Output event 130 (failure: AIN application error)
   Output (Zero, one, or more) 906 (Multiple Error)

AIN Update Request

Input and Output Events

Input Event 910 yields one of the following:

1 Output event 911 (Acknowledgment)
   or
2 Output event 120 (failure: general service error)
   or
3 Output event 130 (failure: AIN application error)

Event 911 has no associated structure.

Note: Successful completion of this event indicates only that the requested update/cancellation request has been accepted for processing, not that the request has been processed successfully. Processing of the request may take several minutes. To check the results of previously requested updates, use the AIN Results Retrieval event.

AIN Update Cancel

Input and Output Events

Input Event 912 yields one of the following:

1 Output event 911 (Acknowledgment)
   or
2 Output event 120 (failure: general service error)
   or
3 Output event 130 (failure: AIN application error)

Event 911 has no associated structure.

Note: Successful completion of this event indicates only that the requested update/cancellation request has been accepted for processing, not that the request has been processed successfully. Processing of the request may take several minutes. To check the results of previously requested updates, use the AIN Results Retrieval event.

AIN Results Retrieval Request

This event allows the user to check the status of updates/cancellations previously submitted. This event always returns the results of all updates attempted since the last Results Retrieval event was processed. The results for a given update will only appear in the retrieval immediately following the completion of the update.

Input and Output Events

Input Event 920 yields one of the following:

1 Output (zero, one, or many *in no particular order*) events:
  * 921 (Update Request Positive Acknowledgment)
  * 922 (Update Request Negative Acknowledgment)
  * 923 (Cancel Request Positive Acknowledgment)
  * 924 (Cancel Request Negative Acknowledgment).
  Output event 925 (End of Acknowledgments)
  or
2 Output event 120 (failure: general service error)
  or
3 Output event 130 (failure: AIN application error)

Event 925 has no associated structure.

Error Messages

Due Date Availability

DUDA000 Invalid message array number (severity 0)

> **Explanation:** While logging, an invalid message array is used. This should not be used for logging at all.

> **Action:** Contact the CLEC service center.

DUDA002 Service not available for [region] during downtime (severity 0)

> **Explanation:** A region was requested by a client that is not currently available because the configuration file indicates that the time of the request is during a time that the host service is unavailable.

> **Action:** The client must make requests during the configured up time for this service.

DUDA006 MRecvMsg failed with return code (severity 0)

> **Explanation:** The MsgAPI call failed with the return code printed.

> **Action:** Contact the CLEC service center.

DUDA008 Call to Host Lookup failed < error code > for TN < telephone number > (severity 0)

> **Explanation:** The user input telephone number could not be found.

> **Action:** Verify correctness of the telephone number. If the telephone number is considered correct, contact the CLEC service center.

DUDA009 Return code < return code > received from MConnectToSvc (severity 0)

> **Explanation:** Received an error connecting to the DueDateAvailability SVCTDLI transaction.

> **Action:** Contact the CLEC service center.

DUDA010 Return code < return code > received from BuildIMSMessage (severity 0)

> **Explanation:** Error attempting to build the IMS message.

> **Action:** Contact the CLEC service center.

DUDA011 Return code < return code > received from MSendMsg (severity 0)

> **Explanation:** Error sending the message to DueDatesAvailability.

> **Action:** Contact the CLEC service center.

DUDA012 Return code < return code > received from MGetHandleEvent (severity 0)

> **Explanation:** Error getting a response from DueDatesAvailability.

> **Action:** Contact the CLEC service center.

DUDA013 No response received after < number of seconds > seconds (severity 0)

> **Explanation:** Failed to receive a response.

> **Action:** May be due to a slowdown of some sort, try again. If the problem persists, contact the CLEC service center.

DUDA014 Unknown event received < event > (severity 0)

Explanation: The service received an unknown event type.

Action: Verify that the input event sent is appropriate. If the event is correct, contact the CLEC service center.

DUDA015 Input data returned no Due Date information (severity 2)

Explanation: The transaction returned all blanks indicating that the data entered was invalid.

Action: Have client verify the input data, especially the telephone number. If the telephone number seems to be valid, contact the CLEC service center. Note: If the client is accessing a DataGate test machine, it may be that the requested data does not exist for testing.

Dispatch

FACS000X Invalid message array number (severity 2)

Explanation: This is an invalid message which should not occur unless there is a coding error.

Action: Contact the CLEC Service Center.

FACS001E routine: keyin failed [reason] (severity 2)

Explanation: A HLLAPI call failed in a routine for some reason. The HLLAPI functions used are: *H_Enter (retrieve a screen full of data from the application). *H_wait (wait for a response from the application after keyin has been sent). *H_Pf1 (retrieves the FACS MENU screen). *H_Pa1 (pages forward). *H_Clear (clear screen). *H_wait_for_string (waits for a string to be found on screen). *H_search (waits for a string to be found anywhere on the application screen).

Action: Contact the CLEC Service Center.

FACS003E Routine failed with [return value] (severity 2)

Explanation: A call to a DataGate function failed within a routine.

Action: Contact the CLEC Service Center.

FACS007I Service not available; Unisys mainframe configured downtime (severity 0)

Explanation: The Unisys mainframe (region) has been configured to be down (the client request is outside of the StartTime and EndTime parameters found in the service's configuration file).

Action: None. The client must send their requests during configured up times.

FACS006E Could not sign onto application [why]. Reason: detail (severity 2)

Explanation: An attempt to log onto a FACS system failed.

Action: Contact the CLEC Service Center.

FACS011E Unexpected screen [invalid screen data] (severity 2)

Explanation: An unexpected screen was received when executing a RPT PDL transaction.

Action: Part of the screen which was considered invalid will be logged here. Contact the CLEC Service Center.

FACS014E Could not format transaction type (severity 2)

Explanation: An invalid object was provided by the client on an Inquiry (INQ) transaction (valid Dispatch object is: FASG), and Paddle (PDL) transaction (valid object is: RPT).

Action: This is probably a client error. If problems persist, contact the CLEC Service Center.

FACS030E FACS Application Message returned: message (severity 2)

Explanation: An unexpected (probably error) message was received from FACS.

Action: The client will have to re-input the transaction parameters and try again. If the application message was expected for the given transaction (according to the client), contact the CLEC Service Center.

FACS035E Wire center [wire center] is not valid (severity 2)

Explanation: The wire center (NPA NNX combination associated with the telephone number input) could not be found.

Action: Usually this is a client error where erroneous data has been sent. If the telephone number looks valid, contact the CLEC Service Center.

FACS036E The number of requested facilities [number] must be greater than zero (severity 2)

Explanation: In order to determine the need to dispatch a technician, the number of facilities provided by the client must be greater than zero.

Action: This is a client error where erroneous data has been sent. If the number looks valid, contact the CLEC Service Center.

FACS Messages Received by the Client

On occasion FACS application error messages can be received by the client. These will be formatted as: Lnnn-nnn: message text

L400-050 THE REQUESTED FACILITY ADDRESS CANNOT BE FOUND. CHECK YOUR INPUT.

Explanation: The client supplied address is incorrect. It cannot be found in the database, or location information is provided but not necessary or incorrect, or the community passed as a part of an unnumbered street address is invalid, or the assigned house number at the descriptive address is not found.

Action: The client should be sure that the address is correct and properly formatted (directional indicators and thoroughfare names are correct, if needed), or the community passed is correctly formatted (preceeded with an at-sign-space-comma-space), or a valid assigned house number is passed along with a descriptive address.

L400-172 THE EXACT ADDRESS NOT FOUND, BUT THERE ARE SEVERAL SIMILAR ADDRESSES

Explanation: There are many addresses in the database that are similar; however, the client supplied address is not an exact match.

Action: The client should verify the street number and name and try again. If the address seems correct, contact the CLEC service center.

L400-310 ASSIGNED HOUSE NUMBER (AHN) DOES NOT EXIST.

Explanation: The assigned house number for the address passed does not exist or no assigned house number was sent on a descriptive address.

Action: The client should validate the AHN passed as input or input an AHN when sending a descriptive address.

L400-320 street name NOT FOUND.

Explanation: The street name passed was not found in the database.

Action: The client should be sure that the address is correct and properly formatted (directional indicators and thoroughfare names are correct, if needed).

L500-235 ST ARGUMENT MUST HAVE A VALUE.

Explanation: No street information was passed.

Action: The client must pass a street name in the input structure.

L500-235 NO ARGUMENT MUST HAVE A VALUE.

Explanation: No street number information was passed.

Action: The client must pass a street number in the input structure.

L500-235 L01 ARGUMENT MUST HAVE A VALUE

Explanation: The client supplied address is not valid.

Action: The client should verify the street number and name (including directionals and thoroughfare names) and try again. If the address seems correct, contact the CLEC service center.

Address Validation / PIC List and Reserve Telephone Number(s)

Errors in this section reflect all possible errors of type PREMIS_ERROR (event 130) or GENERAL_SERVICE_ERROR (event 120) for address validation, telephone number selection, and telephone number return.

MSG 06: TN NOT FOUND/< additional information > (severity 2)

> **Explanation:** The supplied telephone number entered for this street address guide area (SAGA) was not found.

> **Action:** The client must input a valid SAGA for the telephone number or input a valid telephone number for this SAGA.

MSG 10: INVALID NPA AND/OR NNX< additional information > (severity 2)

> **Explanation:** The supplied NPA or exchange entered for this street address guide area (SAGA) was incorrect.

> **Action:** The client must input a valid NPA (area code) or NNX (exchange) for the SAGA requested or the client must input a valid saga for the NPA and NNX supplied.

MSG 11: VERIFY ZIP CODE ENTRY < additional information > (severity 2)

> **Explanation:** The supplied ZIP code for the street address guide area (SAGA) was incorrect.

> **Action:** The client must input a valid ZIP code in the SAGA.

MSG 19: FIELD ERROR< additional information > (severity 2)

> **Explanation:** A field sent by the client was incorrect. Additional information should explain which field(s) have problems.

> **Action:** The client must correct the mistake and reissue the transaction.

MSG 30: HIGHLIGHTED FIELDS IN ERROR (severity 2)

> **Explanation:** Incorrect data has been entered during telephone number selection. Because the service cannot detect which fields are selected, either the number of telephone numbers requested (lnumber), billing date (bd), or NPA NNX (npa and nnx) fields are incorrect. No telephone number will be selected.

> **Action:** Check your input for valid values for these fields.

MSG 36: NO TN(S) IN CATEGORY (severity 2)

> **Explanation:** A valid TCAT (Telephone CATegory) has been entered in the TCAT field, but there are no telephone numbers available for that category. No telephone number will be selected.

> **Action:** The client must select another category (LSP or LSPE) or contact the CLEC service center. Provide the LSP service center with the address and TCAT attempted as well as the ZIP code or SAGA used. The CLEC service center will contact PREMIS support to determine why no telephone numbers are available for the address information supplied.

MSG 43: SELECT FROM CATEGORIES BELOW (severity 2)

Explanation: During telephone number selection, the category chosen in the TCAT (Telephone CATegory field) does not match any existing codes. No telephone number will be selected.

Action: The client must use either LSP or LSPE as a TCAT. If you use one of these TCATs and receive this message, contact the CLEC service center. Provide the CLEC service center with the address and TCAT attempted as well as the ZIP code or SAGA used. The CLEC service center will contact PREMIS support to determine why the LSP and LSPE TCATs are not accepted.

MSG 48: TN SELECTION NOT AVAILABLE (severity 2)

Explanation: Telephone number selection is not available for the wire center (NPA NNX) associated with the address sent by the client.

Action: Contact the CLEC service center. Provide the CLEC service center with the address and TCAT attempted as well as the ZIP code or SAGA used. The CLEC service center will contact PREMIS support to determine why no telephone numbers are available for the address information supplied.

MSG 50: MISSING OR INCORRECT GSG CODE (severity 2)

Explanation: The client tried to select a telephone number for a unnumbered street associated with multiple Geographical Segments (GSGs) and there is no Assigned House Number (AHN) for the living unit. A telephone number will not be selected.

Action: The client must determine the correct GSG, place this in the AHN field in the format @ Gnnn, and resend the transaction.

MSG 57: HIGHLIGHTED TN(S) NOT IN PREMIS (severity 2)

Explanation: The REQ MTNR transaction has not returned all telephone numbers. This may occur if there are no telephone number(s) selected for this address, if the telephone number(s) supplied are incorrect, or if the telephone numbers for this address have already been returned. The address that was used to select telephone numbers must match the address used to return telephone numbers.

Action: The client must resubmit the request with one or more valid telephone numbers.

MSG 63: INVALID NPA NNX COMBINATION (severity 2)

Explanation: The client requested a specific NPA and NNX for telephone number selection. However, the NPA and NNX combination do not match the address supplied. A telephone number will not be selected.

Action: The client must resubmit the request with a proper NPA/NNX and address combination.

MSG 67: COULD NOT COMPLETE SAG VALIDATION< additional information > (severity 2)

Explanation: The transaction timed out trying to gather the client's request. It could be the PREMIS system is running slow or that the client's input parameters were too vague to find a match.

Action: The client should narrow down the search criteria if possible. Contact the CLEC service center if the problem is persistent.

MSG 68: NO EXACT MATCH ON ADDR ENTRY< additional information > (severity 2)

Explanation: An address sent by the client was not specific enough to find an address match.

Action: The client should resubmit the transaction with more accurate address information.

MSG 72: MISSING OR INCORRECT COM/STATE (severity 2)

Explanation: The client tried to select a telephone number for a unnumbered street associated with multiple GSGs and there is an Assigned House Number (AHN) for the living unit. If telephone number selection was requested, a telephone number will not be selected.

Action: The client must resubmit the request with a corrected community or state .

PREM000E Invalid message array number (severity 2)

Explanation: This is a programming error.

Action: A programming error has occurred. Contact the CLEC service center.

PREM002I Service not available for host during downtime (severity 0)

Explanation: The service is configured to be down.

Action: None.

PREM015E H_function failed during keyin: msg = HLLAPI error msg (severity 2)

Explanation: A HLLAPI function failed or timed out when doing the specified keyin on the PREMIS system.

Action: The client must resubmit the request. Contact the CLEC service center if the problem persists.

PREM026I Invalid SAG Area < street address guide area > specified (severity 0)

Explanation: An invalid ZIP code or SAG area mnemonic was sent by the client.

Action: The client must resubmit the transaction with a proper ZIP code or street address guide area (SAGA).

PREM027E SAG Area is required (severity 2)

Explanation: The street address guide area (saga) field (either a SAGA or ZIP code) was not provided by the client.

Action: The client must resubmit the request with a proper ZIP code or SAGA.

PREM028E Enter failed for transaction input (severity 2)

Explanation: All fields were modified on the input screen but the enter to send in the transaction failed.

Action: The client must resubmit the request. Contact the CLEC service center if the problem persists.

PREM029E Wait failed for transaction input (severity 2)

Explanation: The REQ PREM screen was entered but the service timed out waiting for a response.

Action: The client must resubmit the request. Contact the CLEC service center if the problem persists.

PREM030E SYSTEM ERROR < additional information>

Explanation: A PREMIS database error occurred on the the request.

Action: The client should contact CLEC service center.

PREM032E Unknown Screen Type (severity 2)

Explanation: An error message number was encountered. This information is passed back to the client.

Action: The client must resubmit the request. Contact the CLEC service center if the problem persists.

PREM033E Error: addl_info_msg1 addl_info_msg2 (severity 2)

Explanation: A PREMIS application message is supplied to the client. An error occured.

Action: Refer to the descriptions of the errors in this service starting with MSG. The client must resubmit the request.

PREM034E Moving the cursor to top of screen before PA1 failed (severity 2)

Explanation: Before paging forward, the cursor is moved to a non-0th place on the screen but the move has failed.

Action: The client must resubmit the request. Contact the CLEC service center if the problem persists.

PREM035E Moving the cursor to top of screen before PA1 failed 1920 times (severity 2)

Explanation: Before paging forward, the cursor is moved to a non-0th place on the screen a screenful (1920) attempts have failed.

Action: The client must resubmit the request. Contact the CLEC service center if the problem persists.

PREM036E Clear before PA1 failed: msg = < hllapi error msg > (severity 2)

Explanation: A clear screen done before the service is ready to page forward failed.

Action: The client must resubmit the request. Contact the CLEC service center if the problem persists.

PREM037E Wait failed for Clear (severity 2)

Explanation: A Clear key was entered but the service timed out waiting for a response

Action: The client must resubmit the request. Contact the CLEC service center if the problem persists.

PREM038E PA1 failed: msg= < hllapi error msg > (severity 2)

Explanation: A PA1 failed when trying to get the next page of transaction output.

Action: The client must resubmit the request. Contact the CLEC service center if the problem persists.

PREM039E Wait failed for PA1 (severity 2)

Explanation: A PA1 was entered but the service timed out waiting for the next transaction output screen.

Action: The client must resubmit the request. Contact the CLEC service center if the problem persists.

PREM040E Cannot find MORE/END field (severity 2)

Explanation: The service should have the next screen of transaction output. However, the MORE or END which should appear at the bottom of the screen is not there.

Action: The client must resubmit the request. Contact the CLEC service center if the problem persists.

PREM041E Paging out of sync, retry transaction (severity 2)

Explanation: Somehow paging forward throughout the transaction output has gotten out of sync. We receive the message "THERE ARE NO MORE OUTPUT PAGES" but there is also a MORE at the bottom of the screen (meaning that there are other pages of transaction output to be received).

Action: The client must resubmit the request. Contact the CLEC service center if the problem persists.

PREM042E Telephone Category field is required (severity 2)

Explanation: The Telephone Category (TCAT) field is necessary when selecting a phone number with the REQ TNS or REQ MTNS transaction.

Action: The client must supply a TCAT and reissue the request.

PREM043E NPA is required for transaction input (severity 2)

Explanation: The NPA field is necessary when returning one or more phone numbers with the REQ MTNR transaction.

Action: The client must resubmit the request with a valid NPA (area code).

PREM044E NNX is required for transaction input (severity 2)

Explanation: The NNX field is necessary when returning one or more phone numbers with the REQ MTNR transaction.

Action: The client must resubmit the request with a valid NNX (exchange).

PREM045E At least one extension is required for transaction input (severity 2)

Explanation: At least one extension is necessary when returning one or more phone numbers with the REQ MTNR transaction.

Action: The client must provide a valid NNX when returning telephone numbers.

Address Validation / PIC List Info Messages

These messages could be found in the **addl_info1** and **addl_info2** fields as they appear in the output structure of event 420 as a result of a address validation.

MSG 01: VERIFY THE SAG AREA ENTRY

Explanation: The Street Address Guide Area (SAGA) was incorrectly entered (incomplete/misspelled).

Action: The client must resubmit the request with a proper SAGA.

MSG 02: VERIFY STREET NAME ENTRY

Explanation: There are either many similar names or no similar names in the database.

Action: The client is provided a list of addresses from which to choose or no address at all. If the client is given a list, it must resubmit the request with a valid address. If the client is not given an address, the address or similar addresses are not within SWBT territory.

MSG 03: VERIFY DESCRIPTIVE ADDRESS ENTRY

Explanation: A descriptive address was given but no match was found.

Action: The client is provided a list of descriptive addresses from which to choose. The client must resubmit the request with a valid address.

MSG 04: VERIFY HSE # OR AHN ENTRY

Explanation: The house number or assigned house number does not fall into the range of correct numbers.

Action: The client is provided a list of correct ranges and their associated communities from which to choose. The client must resubmit the request with a valid house number or assigned house number.

MSG 05: VERIFY COM/STATE, ADDR DUPLICATED

Explanation: An address is duplicated across multiple communities and/or states.

Action: The client is provided a a list of communities from which to choose. The client must resubmit the request with a valid community.

MSG 07: REVIEW SUPPLEMENTAL ADDRESS LIST

Explanation: Supplemental address information exists. This could be a list of people who live in apartments, on lots in a sub-division, etc.

Action: None for address validation; however, additional location information (apt, flr, and bldg) should be provided before telephone number selection.

MSG 08: THIS ADDRESS HAS BASIC ONLY

Explanation : Additional location information was input (apt, flr, and/or bldg) but the address does not have any Supplementary Address information, only Basic information.

Action: None for address validation; however, additional location information (apt, flr, and bldg) should be provided before telephone number selection.

MSG 09: SAG INFORMATION ONLY

Explanation: An address was found, but no account has been previously established for this address and/or there is no living unit information for this address.

Action: None. Telephone numbers may be selected for these addresses even though there is no customer information.

MSG 12: VERIFY STREET AND HSE # OR AHN

Explanation: An address and house number or assigned house number were not found.

Action: The client is provided a list of correct ranges and their associated communities from which to choose. The client must resubmit the request with a valid house number/address or assigned house number.

MSG 13: REVIEW STANDARD AND ATTACHED LOC

Explanation: An address as been input that results in pertinent address information and also includes other location information.

Action: None for address validation; however, additional location information (apt, flr, and bldg) should be provided before telephone number selection.

MSG 14: ZIP CODE IN MORE THAN ONE SAGA

Explanation: The ZIP code provided as input for the Street Address Guide Area (SAGA) is duplicated in more than one SAGA.

Action: The client must resubmit the request with a valid SAGA.

MSG 26: VERIFY UNNUMBERED STREET NAME

Explanation: An unnumbered street name was passed as input, however it does not match any in the database. Unnumbered street addresses which resemble the input street name are returned.

Action: The client is provided a list of unnumbered street addresses from which to choose. The client must resubmit the request with a valid unnumbered street address.

MSG 27: SELECT BASIC ADDRESS

Explanation: Multiple basic addresses are available for the descriptive address entered.

Action: The client is provided a list of basic addresses from which to choose. The client must resubmit the request with a valid street address.

MSG 29: MORE THAN ONE MATCH

Explanation: An unnumbered address was passed as input as were one or more of the following fields: ahn, tn, ln, and/or status, however there are multiple matches for this address.

Action: The client is provided a list of addresses from which to choose. The client must resubmit the request with a valid address.

MSG 30: GSG INFORMATION ONLY

Explanation: A valid unnumbered street address is input but the additional input information of the telephone number, last name or status fields, do not match a living unit on the street.

Action: The client has the option to further refine the search for a valid unnumbered street address by changing the telephone number (tn), listed name (ln), or status fields.

MSG 65: DID NOT COMPLETE SEARCH

Explanation: A descriptive address was entered, however it transaction timed out before finishing the search.

Action: To lessen the search time, the client has the option to further refine the but changing the assigned house number (the ahn field) or the telephone number (the tn field) and resend the transaction.

MSG 70: MORE THAN ONE MATCH ON TN

Explanation: An unnumbered street name and telephone number were passed as input, however there are multiple addresses with this number, or none of the street names match or the telephone number occurs multiple times on the same street.

Action: The client is provided a list of addresses from which to choose. The client must resubmit the request with a valid address.

MSG 71: TN AT DIFF ADDR AND/OR IN DIFF COM/STATE

Explanation: A telephone number and address or community/state were provided on input and no exact matches were made. However, the same address was found in a different community or state.

Action: None, however the client should review the address and/or community/state returned.

MSG 83: THIS BASIC HAS SUPPL ADDRS

Explanation: The address input is a Basic address, however it has Supplementary Addresses associated with it.

Action: None for address validation; however, additional location information (apt, flr, and bldg) should be provided before telephone number selection.

MSG 99: THIS ADDRESS IN DIFF COM/STATE

Explanation: An address and community (or state) were provided on input and no matches were made. However, the same address was found in a different community or state.

Action: None, however client should review the community/state returned.

Reserve Telephone Number(s) Info Messages

These messages could be found in the addl_info1 and addl_info2 fields as they appear in the output structure of event 121 or 122, as applicable, as a result of a telephone number selection. Note that a REQ PREM is done to validate the address before telephone number selection, therefore some of the "REQ PREM informational messages" may also be returned if address validation fails.

MSG 46: TN(S) NOT FOR BD ENTERED

Explanation: The client requested a specific Billing Date (BD). However, there are no available telephone numbers for the billing date requested. A telephone number is nevertheless selected and passed back to the client.

Action: None.

MSG 47: INVALID NNX FOR THIS WC OR TCAT

Explanation: The client requested a specific NNX. However, the NNX does not exist in the wire center (WC) OR the NNX selected does not support the requested telephone category (TCAT) selected. A telephone number is still selected, however, and passed to the client.

Action: None.

MSG 47: INVALID NPA FOR THIS WC OR TCAT

Explanation: The client requested a specific NPA. However, the NPA does not exist in the wire center (WC) OR the NPA selected does not support the requested telephone category (TCAT)[1] selected. A telephone number is still selected, however, and passed to the client.

Action: None.

MSG 90: npa nnx-ext ALREADY SELECTED FOR THIS LINE

Explanation: A client has already selected one or more telephone numbers, the last of which appears in this message. A telephone number is nevertheless selected and passed back to the client.

Action: None. The client should assign only the number of lines needed for this address. If the number in the message is not needed, it should be returned to the telephone number pool.

Return Telephone Numbers Info Messages

These messages could be found in the addl_info1 and addl_info2 fields as they appear in the output structure of event 123 as a result of a telephone number return. Note that a REQ PREM is done to validate the address before telephone number selection, therefore some of the "REQ PREM Informational Messages" may also be returned if address validation fails.

MSG 57: HIGHLIGHTED TN(S) NOT IN PREMIS

Explanation: One or more telephone numbers that have been sent by the client to be returned to the telephone number pool is incorrect. Possible causes of this are:

- the telephone number has been incorrectly entered;
- the telephone number has already been returned to the pool; or
- the client has not returned both the valid address and the telephone number(s).

Action: The client should check the validity of the telephone number. The client must be sure that the telephone number(s) is returned with the address associated with the selected number. All numbers not needed should be returned.

Service Availability

SVCA:006E MRecvMsg from Product Availability failed with < DataGate error > (severity 1)

Explanation: Application attempted to receive a response from Product Availability but could not do so.

Action: Contact the CLEC Service Center.

SVCA:009I General Services Error from Product Availability server (severity 3)

Explanation: In the log, a message from Product Availability will be displayed. Identify it by the string " - Product Availability" at the end of the message in the log and the message type of 'E'. This message is returned to the client.

Action: Contact the CLEC Service Center.

SVCA:013E Cannot determine division < division code > (severity 3)

Explanation: The telephone number is included in this message. Chances are that it is not a valid number for the SWBT market area. If this happens but the phone number is indeed valid, then there may be a problem with HostLookup; it cannot give a good division code for this phone number.

Action: Check validity of telephone number. If valid, contact the CLEC Service Center.

SVCA:015E MConnectToSvc to Product Availability failed with < DataGate error > (severity 2)

Explanation: This message is returned to the client with an event 120: GENERAL SERVICE ERROR.

Action: Contact the CLEC Service Center.

SVCA:017E MConnectToSvc to HostLookup failed with < DataGate error > (severity 1)

Explanation: HostLookup is needed to determine the division code. Without division, processing cannot continue. The sub-service will not exit. The client will receive a message with and event ID of 20.

Action: Contact the CLEC Service Center.

SVCA:018E MSendMsg to HostLookup failed with < DataGate error > (severity 1)

Explanation: We connected, but the send failed. Processing cannot continue. The sub-service does not terminate. A message is returned to the client.

Action: Contact the CLEC Service Center.

SVCA:019E MGetHandleEvent from HostLookup failed with < DataGate error > (severity 1)

Explanation: Processing cannot continue without the division code from HostLookup. The sub-service returns to its listening state. A message is sent back to the client with an event 20.

Action: Contact the CLEC Service Center.

SVCA:025E Error connecting to Cris Information Exchange (severity 2)

Explanation: Cris Information Exchange is a back-end service called by Service Availability. There should be a message in the log beginning with CIE with additional information. This is a GENERAL SERVICE ERROR. The message will be returned to the client. The sub-service will return to a listening state.

Action: Contact the CLEC Service Center.

CLLI CODE NOT FOUND - Product Availability

Reason: The telephone number by the client may be invalid or there may be problems with data on the back-end service that provides the data (the data may not be loaded into tables correctly). A Common Language Location Idenitifier (CLLI) code is found in a table using the NPA NNX as a key.

Action: Verify that the telephone number is correct. If it is valid and the problem persists, contact the CLEC Service Center.

PRODUCT CODE DATA NOT FOUND - Product Availability

Reason: A Common Language Location Idenitifier (CLLI) code is found in a table using telephone number as a key; however, no Universal Service Order Codes (USOCs) which describe available services are associated with the CLLI.

Action: Contact the CLEC Service Center.

Customer Service Record

CSR007E General Service error received from service (severity 2)

Explanation: The sub-service is indicating a general service error. Probably because the back-end service is not available or the telephone number supplied did not have a valid NPA NNX combination.

Action: Contact the CLEC Service Center.

CSR008E CSR error returned from service (severity 3)

Explanation: The input may not have passed the edits for authorization, or the data was not found by Cris Information Exchange, or there was a database error in Cris. The error message from Cris Information Exchange will be printed in the log. This message is also returned to the client.

Action: Contact the CLEC service center.

CSR010I AUTHORIZATION FAILED - REQUEST REJECTED (severity 3)

Explanation: The input did not contain the required values to enable the service to process the request. The input can be viewed in the log. The client will not be able to process successfully. This is in accordance with the business rules defined for the service and does not necessarily represent an error on the part of DataGate.

Action: Client must supply required fields.

CSR011I INTERNAL ERROR FROM CheckAuthorization - REQUEST REJECTED (severity 3)

Explanation: The program could not determine whether to accept the input or not, so the input is rejected. This could be the sign of a corrupted process, because this message is never expected to be issued by a healthy process.

Action: Contact the CLEC Service Center.

CSR012E ERROR code < event > received from CRIS Information Exchange (severity 3)

Explanation: This is an error from the back end service. An event 20 with this error message will be returned to the client. The service does not terminate but returns to its listening state. The error code is the event as returned from CRIS Information Exchange. (CRIS Information Exchange uses the event to communicate error conditions.) All errors from CRIS Information Exchange are reported to the client using this message.

Action: Contact the CLEC Service Center.

Pending Service Order Retrieval

These information messages will be returned in the **retmsg** field in events 811 and 813.

*P13 SCREEN PAGE NUMBER NOT FOUND

> **Explanation:** The service order number supplied cannot be found.

> **Action:** Verify the telephone number and service order number for validity. If they are correct, the service order may not be pending, otherwise contact the CLEC Service Center.

*P20 FOUND 0 ORDS FOR telephone number

> **Explanation:** There are no pending service orders for this telephone number.

> **Action:** Verify the telephone number. If it is correct, the service order may not be pending, otherwise contact the CLEC Service Center.

LspAccess

LSPA002I Service not available for service-name during downtime (severity 0)

Explanation: Service not available outside of the publicized times.

Action: Try again during available times.

LSPA004E MSendMsg failed with return code (severity 2)

Explanation: The MSendMsg function failed with the given return code.

Action: Check the MSendMsg documentation for the specified return code. Determine course of action based upon the documentation for MSendMsg.

LSPA005E MWaitOnHandle for service returned <return code> (severity 2)

Explanation: The MWaitOnHandle function failed with the given return code. This occurs when the allocated waiting time for a response back from the named service has expired.

Action: Contact the CLEC service center.

LSPA006E MRecvMsg failed with <return code> (severity 2)

Explanation: MRecvMsg failed with the given return code.

Action: Check the MRecvMsg documentation for the specified return code. Determine course of action based upon the documentation for MRecvMsg.

LSPA008E The rc from MConnectToSvc for service was <return code> (severity 2)

Explanation: Unable to connect the named service.

Action: Verify that the named service is available at this time, otherwise contact the CLEC service center.

LSPA010E Unexpected event <event number> from system (severity 1)

Explanation: An event from the client destined for a system was received that was not in the list of expected events.

Action: This is probably a client programming error.

LSPA011E Severity: 2

One or more required fields missing.

Explanation: All LspAccess requests destined for address verification or telephone number selection must contain both the CLEC name and UserID. If not this error will occur.

Action: Have user specify the CLEC name and UserID.

LSPA019E MGetHandleEvent returned error_string (severity 1)

Explanation: An MGetHandleEvent call returned the error specified by the error_string.

Action: Action should be dictated by the error type. This type of error should not be encountered under normal circumstances. Contact the CLEC service center.